

## Administrative Management - Equipment Management

Welcome to the Enterprise Applications Due Diligence Survey! Your thoughtful response to this survey will help the Commonwealth to gather information to evaluate potential opportunities to re-engineer and re-solution common processes in the Commonwealth. Your input and information is vital for this project's success. Your response is due in five business days. To produce the most successful response, please read these instructions thoroughly.

Please answer the survey questions as fully as possible using existing policies, procedures, systems, data and professional experience. If you cannot answer a question using these resources, you are not expected to go to unusual lengths or use untested methods to gather information. Simply indicate, where possible, that the information is not available.

If your response does not fit into the space available or you have other information that you would like to provide, please contact Bob Haugh, Deputy Project Manager, (William.haugh@vita.virginia.gov, 804/344-8790) for assistance.

If you cannot complete the survey in one sitting, you can save the work you have already entered. Pressing the "Next" button at the bottom of each page both moves you to the next page and auto-saves each page as you complete it. Note that the survey page you are working on will not be saved until you click "Next," so you must click "Next" when you have finished the page if you have to stop and return later. When you re-enter the survey through your e-mail link, you will be returned to where you left off.

If data is not readily available or if you have to do some research to fully complete the survey, you can skip questions and come back to them. Please complete the survey to the best of your ability and press the "submit" button to store your survey in the survey database. You can come back to your survey through your e-mail link and change your answers if the data becomes available. You are free to edit your submitted survey until we close the survey site. Please remember that every time you edit your survey after the first submission, you must press the "submit" button again to record your changes. (Clicking the "Next" button will not auto-save pages when you are editing a previously submitted survey. Simply press "Submit" again.)

Thank you. We greatly appreciate your participation!

This document contains respondents between 1 and 30 inclusive.

Respondent 1   Submit date: May 10, 2005   E-mail address: robert.young@trs.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

.....

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☒ Yes
- ☐ No

Comments

.....

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

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2.

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3.

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4.

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5.

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**6. Is unused equipment identified and tracked? If yes, please describe the process.**

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☐ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Equipment assignments are tracked on the Commonwealth's Fixed Asset Accounting Control System (FAACS) and the Lease Accounting System (LAS).

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Management process appears to be adequate.

2.

3.

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

Maintenance process appears to be adequate.

2.

3.

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**☐ Yes☒ No

Comments

**12. Does your Agency have an equipment management system? If yes, please describe.**☒ Yes☐ No

Comments

FAACS and LAS.

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

Treasury uses FAACS and LAS.

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 2,372,843

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

75 %

Planned (Preventive / Improvement) (%)

25 %

Comments

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**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
Bar-coding for VITA-owned technology equipment
2.  
Numbered identification tag on all othe equipment
3.  
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4.  
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5.  
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**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☐ Do not track
- ☐ Track in work order management system
- ☒ Track manually

Other

.....

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

Tracked on FAACS or LAS system by division and owner.

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input checked="" type="radio"/>	<input type="radio"/>
Internal cost allocation	<input checked="" type="radio"/>	<input type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☐ Yes☒ No**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Issue purchase order for service or notify vendor where service is included in contract. Payment upon invoice from vendor either by credit card or check.

**24. Does your Agency track warranty information?**☒ Yes☐ No**25. If yes, please explain how warranty information is tracked?**

Tracked manually.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Warranties are established at time of purchase. Purchase orders are issued for renewals either by competitive procurement or directly for sole source equipment.

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 0

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

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**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

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**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Based on purchase requisition from division responsible for equipment.



**33. How does your Agency reserve and schedule equipment use?**☐ Automated☐ Manual

Other

Do not reserve or schedule equipment usage.

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 0

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

There is no redundant data entry.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Technology equipment is owned by VITA and they may have policies that would apply to your ability to reengineer the business process. State law restricts control of check processing equipment.

**39. If you have any other concerns or comments about this functional area, please include them here.**

In response to question #12 - As of 6/30/04 the total capitalized value of equipment was \$2,372,843, reduced by accumulated depreciation of \$2,110,406 for a net depreciated value of \$262,437. As you accumulate data from other agencies about equipment value, you should note that for FY 2005, VITA took over ownership of all technology-related equipment from each agency. Care should be taken in accumulating this data to ensure it is not being double counted if VITA is one of the agencies responding to this survey or if other agencies are responding with current data that does not include technology equipment as a result of the VITA transfer.

Respondent 2   Submit date: May 12, 2005   E-mail address: John.Colligan@dcjs.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☒ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

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**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☒ Yes
- ☐ No

Comments

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**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☐ Statewide (have office locations across state)
- ☒ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.  
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2.  
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3.  
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4.  
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5.  
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**6. Is unused equipment identified and tracked? If yes, please describe the process.**

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

- ☒ Employee
- ☒ Supervisor
- ☒ Asset Coordinator

Other  
.....

**8. How are the assignments indicated in the previous question tracked?**

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.  
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2.  
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3.  
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**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.  
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2.  
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3.  
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**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

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**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ No

Comments

.....

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

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**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

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**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

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Planned (Preventive / Improvement) (%)

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Comments

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**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
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2.  
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3.  
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4.  
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5.  
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**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☐ Do not track
- ☐ Track in work order management system
- ☐ Track manually

Other

.....

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

20. Does your Agency charge for equipment usage:		
	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

21. Do you have a policy for determining equipment repair versus replace?

☒ Yes

☐ No

22. If yes, please describe the policy.

23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)

24. Does your Agency track warranty information?

☒ Yes

☐ No

25. If yes, please explain how warranty information is tracked?

26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)



**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

.....

**28. Is there an Agency approval process for equipment work orders?**☐ Yes☒ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☐ Track manually

Other

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**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

**33. How does your Agency reserve and schedule equipment use?**☒ Automated☐ ManualOther  
.....**34. What is the operating budget for equipment management within your Agency?**Budget (\$)  
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**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

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**37. What is the basis for your estimate?**

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

**39. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 3   Submit date: May 12, 2005   E-mail address: don.blankenship@vdacs.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☒ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Building equipment (responses to survey do not include this equipment).

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

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**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☐ Yes
- ☒ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

All PCs, laptops and related peripherals are tracked by VITA

2.

All equipment and furniture meeting FAACS criteria are in FAACS..

3.

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4.

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5.

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**6. Is unused equipment identified and tracked? If yes, please describe the process.**

All items meeting the FAACS criteria are tagged and recorded upon receipt (whether that is new receipt or surplus receipt, etc. These pieces are tracked until turned over to State Surplus.

**7. How does your Agency assign responsibility and management for equipment? Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

FAACS.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Process works well given the resources we can devote to this function.

2.

Bar coding would assist in the inventory process.

3.

.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

None.

2.

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3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**☐ Yes☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ NoComments  
.....**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systemsOther  
.....**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 5,986,048

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

80 %

Planned (Preventive / Improvement) (%)

20 %

Comments  
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**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

None.

2.

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3.

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4.

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5.

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**17. How does your Agency track maintenance activities on each piece of equipment?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

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**18. Does your Agency track equipment location information?**☒ Yes☐ No**19. If yes, how is this information tracked?**

FAACS.



**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☐ Yes☒ No**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Varies - credit card, agency contract.

**24. Does your Agency track warranty information?**☐ Yes☒ No**25. If yes, please explain how warranty information is tracked?****26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Competitive procurement as needed.

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 75,000

**28. Is there an Agency approval process for equipment work orders?**☐ Yes☒ No

Comments

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**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Not applicable.

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ Manual

Other

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**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 40,000

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.2
Band - 5	.1
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

We do not have an equipment management system.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

None known.

Federal equipment may have special regulations depending on grant.

**39. If you have any other concerns or comments about this functional area, please include them here.**

We do not have a specific Equipment Management function and did not feel we could adequately answer this survey.

Respondent 4   Submit date: May 13, 2005   E-mail address: jane.mccroskey@mrc.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Watercraft, an airplane, trucks, trailers, radios, other electronic equipment, guns, surveying equipment, scientific equipment, other Law Enforcement equipment

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

have some tentative schedules, but are only able to replace as funds become available

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☒ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

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2.

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3.

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4.

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5.

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**6. Is unused equipment identified and tracked? If yes, please describe the process.**

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**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☐ Supervisor

☐ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

FAACS and Access Data BAse and Manual Records

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.  
Increased Funding for replacement
2.  
.....
3.  
.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.  
See #7
2.  
.....
3.  
.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ No

Comments

.....

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

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**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 3,644,408

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

50 %

Planned (Preventive / Improvement) (%)

50 %

Comments

Often driven by funding available



**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

None

2.

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3.

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4.

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5.

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**17. How does your Agency track maintenance activities on each piece of equipment?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

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**18. Does your Agency track equipment location information?**☒ Yes☐ No**19. If yes, how is this information tracked?**

Faacs, Access Data Base and Manual Records

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**

- ☐ Yes
- ☒ No

**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Primarily agency contract

**24. Does your Agency track warranty information?**

- ☒ Yes
- ☐ No

**25. If yes, please explain how warranty information is tracked?**

By DGS Fleet Management for agency pool vehicles, and by various Law Enforcement Division employees for trucks, watercraft equipment and agency aircraft, and by MIS group for agency computer equipment.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Uses State contracts and competitive procurements

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 100,000

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

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**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Scheduled by DGS Fleet Management, and by agency Law Enforcement personnel for watercraft equipment, trucks and agency aircraft, and by MIS staff for computer equipment

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ Manual

Other

.....

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 0

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.4
Band - 5	.3
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

10 %

**37. What is the basis for your estimate?**

Knowledge of agency work procedures

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

none known

**39. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 5   Submit date: May 13, 2005   E-mail address: ray.ratke@co.dmhmrzas.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

.....

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

.....

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☐ Yes
- ☒ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

Over \$5,000 acquisition cost

2.

Leases

3.

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4.

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5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

n/a

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☐ Supervisor

☐ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Quarterly via review of FAACS reports

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.  
n/a
2.  
.....
3.  
.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.  
n/a
2.  
.....
3.  
.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

State FAACS Lease Accounting System



**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ No

Comments

.....

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 0

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

.....

Planned (Preventive / Improvement) (%)

.....

Comments

n/a

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
n/a
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☒ Do not track
- ☐ Track in work order management system
- ☐ Track manually

Other

.....

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

FAACS

20. Does your Agency charge for equipment usage:		
	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

21. Do you have a policy for determining equipment repair versus replace?

☒ Yes

☐ No

22. If yes, please describe the policy.

Reviewed on an individual basis.

23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)

Most are state contract.

24. Does your Agency track warranty information?

☒ Yes

☐ No

25. If yes, please explain how warranty information is tracked?

Manually

26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)

Competitive procurement

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 0

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☐ Track manually

Other

n/a

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

n/a

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☐ Manual

Other

n/a

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 0

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.0
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

n/a

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Department of Accounts requirements, DGS requirements.

**39. If you have any other concerns or comments about this functional area, please include them here.**

Agency currently has no equipment in FAACS. All IT equipment was transferred to VITA effective 9/25/04.

Respondent 6   Submit date: May 13, 2005   E-mail address: david.mawyer@wsh.dmhmrzas.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☒ Laboratory Instrumentation
- ☒ Patient Care/Hospital
- ☐ Instructional
- ☐ Office Equipment (copiers, faxes, etc)

Other

.....

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

.....

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☒ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☐ Yes
- ☒ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

\$ threshold

2.

medical equipment (electric/used to diagnose/etc)

3.

if Preventative Maint is necessary

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

location of equipment that is tracked is maintained (if reported)

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☐ Employee

☒ Supervisor

☐ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

building and room location by responsible person



**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

need more efficient way to track changes and maintain one inventory

2.

multiple tracking systems are maintained for multiple purposes (FAACS/medical equip/MP2 for maintenance)

3.

improve process to get rid of out dated equipment.

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

need more accountability for responsible persons to report needed maint/repair and know where equip is at all times

2.

improve process to get rid of out dated equipment.

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**☐ Yes☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**☒ Yes☐ No

Comments

MP2 system has all maint plans set up as routine workorders with scheduled dates of performance

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☒ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 3,866,540

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

30 %

Planned (Preventive / Improvement) (%)

70 %

Comments

.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

Asset or PM tag #

2.

3.

4.

5.

**17. How does your Agency track maintenance activities on each piece of equipment?**☐ Do not track☒ Track in work order management system☐ Track manually

Other

**18. Does your Agency track equipment location information?**☒ Yes☐ No**19. If yes, how is this information tracked?**

room, building, responsible person

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☐ Yes☒ No**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

either by maintenance agreement or available contracts. Anything else would be time and material and approved by cfo or pps director

**24. Does your Agency track warranty information?**☒ Yes☐ No**25. If yes, please explain how warranty information is tracked?**

Computerized maintenance system MP2 tracks warranty information. System must be manually override in order for a work order to be issued on equipment under a warranty.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

All contracts are maintained by the contract officer who assigns a facility contact person. The contract officer then monitors dates for renewal and the contact person evaluates vendor performance

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 2,483,478

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☒ Track in work order management system☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.**

**32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Through preventive maintenance schedules or service requests. Parts and materials required for routine maintenance are stocked in maintenance inventory. The inventory and purchases of materials are part of the computerized maintenance system MP2.

**33. How does your Agency reserve and schedule equipment use?**

☐ Automated

☒ Manual

Other

.....

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 0

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

5 %

**37. What is the basis for your estimate?**

SWAG

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

JCAHO

**39. If you have any other concerns or comments about this functional area, please include them here.**



Respondent 7   Submit date: May 15, 2005   E-mail address: barbara.reese@vdot.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

VDOT Non-Rental Equipment. Non-rental units consist of equipment purchased by the VDOT District from District funds. No rental (charge back) rates apply to these units. These units generally have relatively low purchase prices, or are units with a usage pattern that do not support the use of cost recovery via rental use charges. The District pays for the maintenance costs of these units as these costs occur, with the shop charges (labor and parts) billed to the District. The Non-rental Equipment Class Codes in the Equipment Management System (EMS) Class Code Table identify the various types of equipment comprising the non-rental equipment class. Non-rental Equipment is inventoried in EMS, and repairs are tracked by equipment identification numbers on EMS work orders. Examples include snow plows, sand spreaders, chain saws, pavement breakers, message sign trailers, etc. Major equipment includes equipment generally not maintained by VDOT's equipment function. Examples of Major Equipment include fuel dispensing systems, asphalt tanks, cameras, shop equipment, lab equipment, office equipment and survey equipment.

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

.....

### 3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

### 4. Does your Agency track all equipment?

- ☐ Yes
- ☒ No

### 5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?

1.  
All non-rental equipment is tracked.
2.  
Major equipment with historical cost \$2000 and above is tracked.
3.  
.....
4.  
.....
5.  
.....

### 6. Is unused equipment identified and tracked? If yes, please describe the process.

Unused equipment that is deemed surplus is identified in both the Equipment Management System for non-rental equipment and the Major Equipment database for rental equipment. There is a "surplus" field in each of these systems to identify these assets.

**7. How does your Agency assign responsibility and management for equipment?****Please check all levels of ownership that are applied.**

- ☒ Employee
- ☒ Supervisor
- ☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

For VDOT Non-Rental Equipment, the assignments are tracked in the VDOT Equipment Management System (EMS).

For Major Equipment, the location and the organizational unit assigned are tracked in the Major Equipment database.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

For VDOT Non-rental Equipment, some classes of the higher priced equipment should have automated scheduling and tracking of Preventive Maintenance activities.

2.

For VDOT Non-rental Equipment, a fully burdened labor rate to charge for repairs and maintenance to all VDOT and other agency vehicles. This rate will equitably distribute shop overhead expenses among all users. Currently repairs to Non-rental Equipment only include the actual costs of parts and labor and do not absorb any of the VDOT shop overhead expenses. The VDOT Rental Equipment fleet absorbs all shop overhead costs.

3.

For Major Equipment, replacement of the Major Equipment database with a new financial management system capital asset module linked to the procurement process would increase the efficiency of identifying assets for capitalization and tracking.

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

For VDOT Non-rental Equipment, some classes of the higher priced equipment should have automated scheduling and tracking of Preventive Maintenance activities.

2.

.....

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**

☒ Yes

☐ No

Comments

The VDOT Equipment Management System (EMS) is a 12-year old in-house developed system using legacy Natural/Adabase technology and is hosted on the VITA IBM mainframe computer. EMS has served VDOT well in collecting and reporting of data related to inventory and repair/maintenance of the vehicles in the fleet. VDOT Equipment (Fleet) managers recognize the need to upgrade to a modern, web based, Equipment Management System. Improved management reporting capabilities, window based user friendly, and improvements to our warranty management program are a few of the advantages to be realized with improvement to the EMS program.

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**

- ☐ Electronic Interface to all systems
- ☐ Electronic Interface to some systems
- ☐ Manual Interface to multiple systems

Other

For Non-rental Equipment, the VDOT Equipment management System (EMS) is electronically interfaced with the VDOT Financial Management System (FMSII), which interfaces with the other Commonwealth systems.

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 140,116,706

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

90 %

Planned (Preventive / Improvement) (%)

10 %

Comments

VDOT Non-Rental equipment is partially maintained by the Equipment Operators, as well as the VDOT Shops. Although the work of the VDOT Shops is recorded in the VDOT Equipment Management System (EMS), the work of the operators is recorded in a cost center along with many other functions, so it is impossible to obtain an accurate estimate of these percentages. For Major Equipment, we estimate that approximately 95% of equipment maintenance is reactive, and 5% is planned.

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

For VDOT Non-rental and Major Equipment, we do not use any tracking technology, however all equipment is tagged with identification numbers.

2.

3.

4.

5.

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☐ Do not track
- ☐ Track in work order management system
- ☐ Track manually

Other

The maintenance of VDOT Non-rental Equipment performed by VDOT Shops is tracked in the VDOT Equipment Management System (EMS) work order system. The maintenance of Major Equipment, if tracked, may be tracked manually or may be tracked on computer by the unit responsible for the equipment.

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

Location of Major Equipment is tracked in the Major Equipment database. VDOT Non-rental Equipment is tracked in the Equipment Management System.

20. Does your Agency charge for equipment usage:		
	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

21. Do you have a policy for determining equipment repair versus replace?
<input type="radio"/> Yes
<input checked="" type="radio"/> No

22. If yes, please describe the policy.

23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)
Most VDOT Non-rental Equipment is serviced by VDOT Shops, although it is sometimes serviced by the Equipment Operators. When outside service call are needed, the VDOT FMSII requisition process is used. For Major Equipment, when service calls are needed, the VDOT FMS II requisition process is used.

24. Does your Agency track warranty information?
<input checked="" type="radio"/> Yes
<input type="radio"/> No

**25. If yes, please explain how warranty information is tracked?**

For VDOT Non-Rental Equipment:

VDOT Established a Warranty Manager Position in 2003

- VDOT shops have been approved by OEM providers as authorized warranty repair facilities.
  - Vehicle OEM warranty is a data element in the VDOT Equipment Management System (EMS), which provides time/miles or hours of warranty on each new unit purchased.
  - A reminder “pop-up-box” notifies the VDOT Shop Supervisors of warranty status when a work order is created.
  - EMS tracks warranty repair work completed on all vehicles still in warranty by identifying a work order repair cause code.
  - A draft procedure has been developed to best address Warranty Program
- For Major Equipment, warranty information, if tracked, is tracked manually.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Most VDOT Non-rental Equipment is serviced by VDOT Shops, although it is sometimes serviced by the Equipment Operators. VDOT has no service plans for non-rental equipment. Warranty periods are established by the specifications used in the procurement process.

This information is not readily available for Major Equipment.

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

.....

**28. Is there an Agency approval process for equipment work orders?**

☒ Yes

☐ No

Comments

For VDOT Non-Rental Equipment, the Area Headquarters Superintendent to which the equipment is assigned, approves that the work be performed, and the Shop Supervisor authorizes the work order.



**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**

- ☐ Do not track
- ☐ Track in work order management system
- ☐ Track manually

Other

For VDOT Non-rental Equipment, the work in progress is charged through daily employee timesheets in the Financial Management System (FMSII) and the data is transmitted to the Equipment management System (EMS) work order system.

**30. Does your Agency have an independent equipment work order planning function?**

- ☒ Yes
- ☐ No

**31. If yes, please describe the process.**

For VDOT Non-rental Equipment, work orders are tracked in the VDOT Equipment Management System (EMS). VDOT Shop Supervisors and technicians create the work orders, to which all parts and labor are charged. VDOT Shop Supervisors and Equipment Managers have access to the work orders to monitor and manage the process.

**32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

For VDOT Non-Rental Equipment, the planning for works orders is performed by individual VDOT Shop Supervisors. Parts, materials, and tools are provided through the VDOT Intergrated Supply Services Program (ISSP) contract. Labor is provided by in-house VDOT staff in each VDOT Shop. Services are obtained locally through the VDOT requisition process in the VDOT Financial Management System (FMSII).

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☐ Manual

Other

VDOT Non-rental Equipment is stored at the assigned VDOT Area Headquarters. The Area Headquarters Superintendent schedules the use of his/her assigned equipment in accordance with the daily workload and task requirements.

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

.....

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	.0
Band - 2	4.4
Band - 3	41.5
Band - 4	20.1
Band - 5	11.1
Band - 6	8.7
Band - 7	.3
Band - 8	
Band - 9	
Contracted Labor	.7

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

5 %

**37. What is the basis for your estimate?**

For VDOT Non-rental Equipment, the estimate is 0, and is based on the fact that VDOT systems (related to Non-rental Equipment) are designed so that data is entered only at one place.

For Major Equipment, approximately 20% of the data in the Major Equipment database is also already included in the financial management system. However since it is re-keyed into the Major Equipment database, it is redundant. Information on % of staff time engaged in redundant data entry is not readily available, as data entry into the Major Equipment database is performed statewide.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

There are limitations with federal assets according to OMB Circular A-87 and A-102. These regulations require Federal approval for purchases of equipment with Federal funds costing \$5000 or more. Also, disposal of Federal equipment with Fair Market Value \$5000 or more at time of disposal requires reimbursement to Federal government of their appropriate participation percentage. Also, state purchasing and disposal of equipment is subject to requirements of the Virginia Public Procurement Act.

**39. If you have any other concerns or comments about this functional area, please include them here.**

For Question #14, the breakdown of Non-rental equipment and Major Equipment is as follows:

Non-rental equipment @ 6/30/04: \$80,716,241

Major equipments @ 6/30/04: \$59,400,465

Total \$140,116,706

For Non-rental Equipment, the answer to question 26 was left blank because the maintenance budget for Non-rental Equipment is included along with many other items in the VDOT Maintenance Management Budget and is not clearly identified as a single item. This same answer is also applicable to question #33 regarding the equipment management operating budget.

With Major Equipment, maintenance costs may cross different programs, such as administration, maintenance, or construction and, like Non-rental equipment, are not identified as a single item in the budget.

For question #34, the breakdown of FTEs for non-rental equipment and major equipment are included in an attachment Administrative Management\_Equipment Management\_1.

Respondent 8   Submit date: May 16, 2005   E-mail address: jim.bowen@dof.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Nursery production equipment

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☒ Yes
- ☐ No

Comments

No formal program, but we use the life cycle cost logic applied to our equipment management.

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Additions, deletions, and transfers between employees are tracked through the  
DOF's information management system.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Computer equipment management program tied to purchasing, payable, assets & budgets

2.

.....

3.

.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

Expand preventive maintenance contracts for agencies

2.

A computer program to capture expense data tied to life cycle cost of assets

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

Only state lease guidelines

**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ No

Comments

.....

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 22,000,000

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

30 %

Planned (Preventive / Improvement) (%)

70 %

Comments

.....



**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
Property tags with numbers
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☒ Do not track
- ☐ Track in work order management system
- ☐ Track manually

Other

.....

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

Use transfer vouchers showing assignees. This information is maintained in the Information Management System.

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input checked="" type="radio"/>	<input type="radio"/>
Internal cost allocation	<input type="radio"/>	<input type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☐ Yes☒ No**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Credit card, state contract, agency contract, sole source contract, competitive bidding, and emergency purchases

**24. Does your Agency track warranty information?**☒ Yes☐ No**25. If yes, please explain how warranty information is tracked?**

The assignee is responsible and receives help from each unit's support team.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Competitive bidding 90%. Sole source is rare. State contracts approximately 10%.

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 100,000

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

End user requests approval from budget manager. We use eVA extensively.

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Budget Manager and staff plan for next fiscal year and adjusts as challenges occur.

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ Manual

Other

.....

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 50,000

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.8
Band - 4	1.3
Band - 5	1.2
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

We don't enter data in equipment maintenace except to create the requisition, approve the purchase order, approve the receipt, and approve invoice.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

None I am aware of at this time.

**39. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 9   Submit date: May 16, 2005   E-mail address: jgargas.dma@state.va.us

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☒ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

.....

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

The Governor and G.A. Cuts took care of replacing anything on a rational basis

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☒ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☐ Employee

☒ Supervisor

☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

by location

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Need additional staff to periodically update and authenticate records

2.

Go to a state wide bar scan code

3.

.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

Provide required funds to replace worn out equipment

2.

develope state wide standards for mandatory replacement

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**☐ Yes☒ No

Comments

.....



**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ No

Comments

.....

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 14,543,892

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

100 %

Planned (Preventive / Improvement) (%)

%

Comments

General funds were taken away during budget cuts and never restored.

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
Spread sheet (excell) Manual count
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☐ Do not track
- ☐ Track in work order management system
- ☒ Track manually

Other

.....

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

on the manually maintained excell spreadsheet

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☒ Yes☐ No**22. If yes, please describe the policy.**

When the cost of repair exceeds replacement we do not repair and in most circumstances attempt to do without because we usually do not have the available funds to replace the equipment.

**23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Each section manager preapproves any action in this area.

**24. Does your Agency track warranty information?**☒ Yes☐ No**25. If yes, please explain how warranty information is tracked?**

Manual excell spread sheet

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Unless there is a scale of efficiency individual service plans lapse after warranty periods or in the case of HVAC systems groups are combined and put out for bid for P.M. and repair.

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 125,789

**28. Is there an Agency approval process for equipment work orders?**☐ Yes☒ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☒ Yes☐ No**31. If yes, please describe the process.**

Only at Fort Pickett the Departments prepare repair work orders

**32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

When it breaks we order the related parts. No funds to maintain an inventory of highly in demand parts.

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☐ Manual

Other

Varies at location, ususally sign out when needed

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 250

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.2
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

no automation in this area.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

no

**39. If you have any other concerns or comments about this functional area, please include them here.**

no

Respondent 10    Submit date: May 16, 2005    E-mail address: jennifer.cavedo@dhr.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☒ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

archeological equipment

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☒ Yes
- ☐ No

Comments

.....

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☐ Statewide (have office locations across state)
- ☒ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☐ Yes
- ☒ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

>\$250 or high risk

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☐ Supervisor

☐ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**



**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.  
more communication on item relocation
2.  
more interactive database for tracking
3.  
warranty tracking

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.  
Develop central process with one oversight person

2.  
.....
3.  
.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☒ Yes

☐ No

Comments

Follow DOA requirements per CAPP Manual

**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ No

Comments

.....

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 215,149

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

.....

Planned (Preventive / Improvement) (%)

95 %

Comments

copier maintenance agreements

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
none
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☒ Do not track
- ☐ Track in work order management system
- ☐ Track manually

Other

Vehicles have a manual log

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

By employee, in Excel.

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input checked="" type="radio"/>	<input type="radio"/>
Internal cost allocation	<input checked="" type="radio"/>	<input type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☐ Yes☒ No**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Requisition is prepared and approved and submitted to Procurement Officer.  
Follows same path as other agency procurements.

**24. Does your Agency track warranty information?**☐ Yes☒ No**25. If yes, please explain how warranty information is tracked?****26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Request cost code manager to submit a requisition when current purchase order is close to expiration. Currently, this is tracked by Accounts Payable.

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 10,050

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

Same as other procurements.

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

This would be segregated on a requisition when quotes obtained.

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ ManualOther  
.....**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 0

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

.....

**37. What is the basis for your estimate?**

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

**39. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 11   Submit date: May 17, 2005   E-mail address: patrick.wilson@dce.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☒ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

.....

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

As funds permit.

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☐ Yes
- ☒ No



**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

Dollar value if not located in a school!

2.

Lower dollar values for equipment in the schools.

3.

Local non-consumable 50.00 and above.

4.

FAACS inventory 2,000+ state funds, 500+ federal funds

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Depending on value of items. FAACS tags where required, but each location tracks lower level price equipment in its own inventory.

The FAACS coordinator performs an audit to record required controlled equipment.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Statewide Application For Tracking

2.

Pull From eVA Purchases

3.

WAN Access

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

Make disposal easier through Surplus Property

2.

Enable disposal of non-FAACS material in trash if scrap.

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**☐ Yes☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ NoComments  
.....**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systemsOther  
.....**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 2,500,000

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

90 %

Planned (Preventive / Improvement) (%)

10 %

Comments  
.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

NONE

2.

.....

3.

.....

4.

.....

5.

.....

**17. How does your Agency track maintenance activities on each piece of equipment?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

.....

**18. Does your Agency track equipment location information?**☒ Yes☐ No**19. If yes, how is this information tracked?**

By dollar value, location, site.

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**

- ☐ Yes
- ☒ No

**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Use Contract Managers / Administrators. Also supervise contractors on site.

**24. Does your Agency track warranty information?**

- ☒ Yes
- ☐ No

**25. If yes, please explain how warranty information is tracked?**

Tracked by the supervisor of the facility. No central tracking id done.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

80% sole source  
20% competitive procurement

ESTIMATES

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 0

**28. Is there an Agency approval process for equipment work orders?**☐ Yes☒ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

N/A

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☐ Manual

Other

.....

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

.....

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.5
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

.....

**37. What is the basis for your estimate?**

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

**39. If you have any other concerns or comments about this functional area, please include them here.**



Respondent 12   Submit date: May 17, 2005   E-mail address: jcvandd@abc.state.va.us

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Cash registers, material handling, law enforcement, security, household maintenance, etc.

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

.....

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

EWP's of effected employees, annual and periodic inventories

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Bar code scanning for inventory tracking

2.

.....

3.

.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

n/a

2.

.....

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**☐ Yes☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ No

Comments

Tracking yes, management no

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 15,600,000

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

.....

Planned (Preventive / Improvement) (%)

.....

Comments

Estimate would be just a guess

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
Property tags and physical identification
2.  
Automated tracking system
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☒ Do not track
- ☐ Track in work order management system
- ☒ Track manually
- Other
- Some are not tracked, material handling is tracked manually

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

Automated system

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☐ Yes☒ No**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

All methods are currently used

**24. Does your Agency track warranty information?**☐ Yes☒ No**25. If yes, please explain how warranty information is tracked?****26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

90% competitive, 10% other

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

.....

**28. Is there an Agency approval process for equipment work orders?**☐ Yes☒ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Ad hoc basis

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☐ Manual

Other

ABC's equipment does not fit question

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

.....

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	



**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

No

**39. If you have any other concerns or comments about this functional area, please include them here.**

Some of ABC's equipment maintenance requirements are bundled within other contracts (e.g. cash register purchase includes maintenance). Other maintenance areas are also bundled with various cost centers and were not separable in the short time frame for completing this survey.

Respondent 13   Submit date: May 17, 2005   E-mail address: roger.bowling@doav.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

navigational aids/hvac/fire suppression system/security system/emergency generator system

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

.....

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☐ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Statewide Fixed Asset Accounting Control System (FAACS) and annual physical inventory.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.  
n/a
2.  
.....
3.  
.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.  
.....
2.  
.....
3.  
.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**☒ Yes☐ No

Comments

Fixed Asset Accounting Control System

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☒ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 10

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

25 %

Planned (Preventive / Improvement) (%)

75 %

Comments

.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
tagging
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☐ Do not track
- ☐ Track in work order management system
- ☒ Track manually

Other

.....

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

manually

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**

- ☐ Yes
- ☒ No

**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

agency contract

**24. Does your Agency track warranty information?**

- ☒ Yes
- ☐ No

**25. If yes, please explain how warranty information is tracked?**

manually

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

competitive procurement

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 250,000

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

manually



**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ Manual

Other

.....

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 0

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.5
Band - 5	.5
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	.7

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

na

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Federal Aviation Administration (FAA) directs maintenance of navigational equipment.

**39. If you have any other concerns or comments about this functional area, please include them here.**

na

Respondent 14   Submit date: May 17, 2005   E-mail address: stephen.walz@dmme.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Specialized mine inspection field equipment

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☒ Yes
- ☐ No

Comments

Managed through budget and operational discussions

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☐ Yes
- ☒ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.  
Track equipment over 500 dollars in value
2.  
Track equipment required by VITA
3.  
.....
4.  
.....
5.  
.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

Yes.  
We use our internal fixed assets module in our ERP to track and identify equipment.

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

- ☒ Employee
- ☒ Supervisor
- ☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Assignments are shown in our internal fixed asset module of our ERP.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.  
Timely employee reporting of equipment relocations.
2.  
.....
3.  
.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.  
.....
2.  
.....
3.  
.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

We do not have any leased equipment.

**12. Does your Agency have an equipment management system? If yes, please describe.**☒ Yes☐ No

Comments

We use our fixed asset module in our ERP.

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☒ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 4,716,912

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

70 %

Planned (Preventive / Improvement) (%)

30 %

Comments

.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

Inventory asset tags attached to equipment; with the tag number entered into our purchasing, receiving, and fixed asset modules in our ERP.

2.

.....

3.

.....

4.

.....

5.

.....

**17. How does your Agency track maintenance activities on each piece of equipment?**
☐ Do not track

☐ Track in work order management system

☒ Track manually

Other

.....

**18. Does your Agency track equipment location information?**
☒ Yes

☐ No
**19. If yes, how is this information tracked?**

Location is input into our fixed asset system in our ERP. Location changes are reported using our automated internal inventory transfer of equipment form.

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input checked="" type="radio"/>	<input type="radio"/>
Internal cost allocation	<input checked="" type="radio"/>	<input type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☐ Yes☒ No**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Service calls are managed through the agency's procurement process.

**24. Does your Agency track warranty information?**☒ Yes☐ No**25. If yes, please explain how warranty information is tracked?**

Each custodian of equipment is to track warranty periods.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Maintenance service plans and extended warranty periods are established through the agency's procurement process.



**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 0

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

Approved through the agency's procurement process.

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☐ Track manually

Other

Tracked through management of procurements.

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Equipment is externally performed, planned through the agency's procurement process.

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ Manual

Other

.....

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 30,000

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.2
Band - 4	.1
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Federal grant property management requirements in agencies' Financial Assistance Rules may limit reengineering if ownership is affected. These rules also limit treatment of surplus property revenues.

**39. If you have any other concerns or comments about this functional area, please include them here.**

We have answered these questions including surplus equipment management. If surplus equipment management is not part of this activity, then the time estimates are to high.

Respondent 15   Submit date: May 17, 2005   E-mail address: camato@vmfa.state.va.us

**1. What kinds of equipment does your Agency manage?**

- ☒ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☒ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Building equipment; conservation laboratories; kitchen and restaurant; professional photography equipment/lab; security equipment/systems; carpentry shop equipment; equipment used by B&G staff (electricians, HVAC mechanics); audio-visual equipment; video production/editing studio; graphic design equipment/computers; retail store fixtures/equipment; theater lighting and sound equipment.

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

We have not had much money to purchase new equipment so we are making do with what we have.

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.  
.....
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**
**7. How does your Agency assign responsibility and management for equipment?**  
**Please check all levels of ownership that are applied.**

- ☒ Employee
- ☒ Supervisor
- ☐ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Supervisors approve equipment purchases and staff members are responsible for the purchase, maintenance, and disposal of the equipment assigned to them. The museum does not have an agency-wide system to track all equipment maintenance and disposal. Individual departments are responsible for the equipment entrusted to them.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Software to assist staff in planning for equipment purchase and management.

2.

Sufficient staff to manage equipment.

3.

Agency policy to address equipment management.

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

Agency policy as part of overall program of internal controls and risk management.

2.

Centrally developed, user friendly software to support equipment planning and management.

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

The lease determines rules for use and maintenance.

**12. Does your Agency have an equipment management system? If yes, please describe.**

☐ Yes

☒ No

Comments

.....

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**

☐ Electronic Interface to all systems

☐ Electronic Interface to some systems

☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 2,000,000

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

.....

Planned (Preventive / Improvement) (%)

.....

Comments

Data not readily available.

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

No bar-coding is used to track equipment. All records are automated on in-house data bases or recorded manually.

2.

.....

3.

.....

4.

.....

5.

.....

**17. How does your Agency track maintenance activities on each piece of equipment?**☐ Do not track☒ Track in work order management system☒ Track manually

Other

B&amp;G uses a work order system to track maintenance of building equipment.



**18. Does your Agency track equipment location information?**

- ☐ Yes
- ☒ No

**19. If yes, how is this information tracked?****20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input checked="" type="radio"/>	<input type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**

- ☐ Yes
- ☒ No

**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

We generally include service in our purchase process for large equipment or systems. The provision of service becomes a part of our contract. In other instances, we secure services via a competitive procurement action. The only time we use sole source is in an emergency or when only one vendor can provide a proprietary service.

**24. Does your Agency track warranty information?**

- ☒ Yes
- ☐ No

**25. If yes, please explain how warranty information is tracked?**

Staff and supervisors track the warranties on the equipment they purchase.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Warranty periods are established via contract. After initial warranties and service periods have expired, we continue service via either a competitive procurement or, depending on the equipment, a sole source procurement. The sole source is used only when service cannot be competitively procured or in an emergency.

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

.....

**28. Is there an Agency approval process for equipment work orders?**

☐ Yes

☒ No

Comments

There is no agency-wide process. B&G uses a departmental process for approving equipment work orders. Other departments observe procurement approval process of higher dollar work orders.

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**

☒ Do not track

☐ Track in work order management system

☐ Track manually

Other

The museum does not track repairs and maintenance at the agency level. Departments may track in this way, but are not required, to keep such records.

**30. Does your Agency have an independent equipment work order planning function?**

- ☐ Yes
- ☒ No

**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Responsible departments contact the vendor engaged to perform the services. We generally perform routine maintenance ourselves on building equipment such as chillers, generators, etc. We contract service on other equipment such as kitchen equipment, photography equipment, the security system/equipment, and computers. We generally do not maintain parts or materials for anything other than basic building equipment, gallery and theater lighting, and other specific applications that constitute routine maintenance.

**33. How does your Agency reserve and schedule equipment use?**

- ☐ Automated
- ☐ Manual

Other

Staff control the use and schedule for use of the equipment for which they are responsible.

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 277,000

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	.1

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

Since we are entering data in a very limited way, there is no opportunity for redundancy.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

We know of no restrictions in state or federal laws.

**39. If you have any other concerns or comments about this functional area, please include them here.**

The estimated value of the museum's equipment (\$2,000,000) is an estimate of depreciated value. We estimate the replacement costs for the equipment to be \$4,000,000 or more.

Respondent 16    Submit date: May 18, 2005    E-mail address: vethomson@deq.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☒ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☒ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Digital cameras, field equipment

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☒ Yes
- ☐ No

Comments

Field equipment-upgraded features , Budget, procure

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☐ Yes
- ☒ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

Based on Dollar amount

2.

Based on type of equipment

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

Unused equipment is tracked until it is surplus.

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

DEQ uses the Oracle Financial Fixed Asset System

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Barcoding for physical inventory

2.

.....

3.

.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

Add barcodes

2.

.....

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

leased equipment is tracked



**12. Does your Agency have an equipment management system? If yes, please describe.**☒ Yes☐ No

Comments

Oracle Financial Fixed Asset System

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☒ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

.....

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

80 %

Planned (Preventive / Improvement) (%)

20 %

Comments

maintenace usually included with the purchase

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

Fixed asset Tag is attached and assigned to equipment

2.

Info. maintained in Oracle

3.

.....

4.

.....

5.

.....

**17. How does your Agency track maintenance activities on each piece of equipment?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

.....

**18. Does your Agency track equipment location information?**☒ Yes☐ No**19. If yes, how is this information tracked?**

Maintained in the Oracle Financial Asset System and a yearly physical inventory is taken.

20. Does your Agency charge for equipment usage:		
	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

21. Do you have a policy for determining equipment repair versus replace?

☒ Yes

☐ No

22. If yes, please describe the policy.

DEQ has implemented a vehicle replacement policy ofr agency owned vehicles

23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)

We don't have a process

24. Does your Agency track warranty information?

☒ Yes

☐ No

25. If yes, please explain how warranty information is tracked?

Warranties are tracked by the individual in each division that either purchased the equipment or leased the equipment/

26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)

By first review the plan and then determining if the cost is worth it. If so, a purchase requisition is initialed by the division requesting the plan and it is paid for out of their particular budget

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 100,000

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

budget and signature purchase orders

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Each unit/division is in charge of their own equipment/budget. A services and purchases are procured by the initiation of a purchase requisition

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ Manual

Other

.....

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 0

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.5
Band - 4	1.0
Band - 5	.2
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

20 %

**37. What is the basis for your estimate?**

Our system is automated therefore only changes, additions and deletions are entered into the system most during yearly physical inventory.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Yes, the Dept of Accounts Fixed Assets policy

**39. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 17   Submit date: May 18, 2005   E-mail address: bill.price@dcr.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Agricultural, Construction, Firearms

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

Equipment is purchased as the Operating Budget allows

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☐ Yes
- ☒ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

Items costing \$2,000 and above as required by FAACS.

2.

Controllable items include radios, firearms, lawnmowers,

3.

photographic/AV equipment and fax machines at any amount. Each location is responsible for maintaining spreadsheets of all equipment at their location.

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

Yes, this is a process performed by DCR's procurement section, once an item has been reported to procurement as surplus.

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☐ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Biennial inventory



**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

FAACS should be totally intergrated with agencies

2.

Biennial inventories should be longer - every 5 years

3.

In-House system needed for location input

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

Each holder of the equipment is responsible for the maintenace of that equipment. In an ideal world, we would have consistent maintenance practice. However, due to lack of staffing, most employees have higher priority work than maintenance schedules, such as providing services to the public.

2.

DCR's organizational structure is too geographically dispersed and too small to allow for full time staffing to be devoted to equipment maintenance.

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**☐ Yes☒ No

Comments

Follow DOA's guidelines

**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ No

Comments

.....

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 9,120,000

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

100 %

Planned (Preventive / Improvement) (%)

.....

Comments

This is an estimate based on central office experience

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
.....
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☒ Do not track
- ☐ Track in work order management system
- ☐ Track manually

Other

.....

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

Within the FAACS system by cost code

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☐ Yes☒ No**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Sole source contracts - the vendor we purchased the equipment from, generally services it as well - no monitoring

**24. Does your Agency track warranty information?**☐ Yes☒ No**25. If yes, please explain how warranty information is tracked?****26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

100% Sole Source - the vendor we purchased the equipment from, generally services it as well.

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 0

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

Cost code managers approve all work orders

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Totally dependent on budget and needs

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ ManualOther  
.....**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 1,556,255

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

No inhouse system so keying is one time only

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

No

**39. If you have any other concerns or comments about this functional area, please include them here.**

Every agency should have a system that allows for upload to the State FAACS system. Monies should be budgeted for maintenance and equipment. It is impossible to make an estimate of the time spent on equipment management due to the absence of any records for this and the large number of locations that we have.

Regarding question 24, DCR does not budget to the sub-object code level, therefore we cannot accurately determine the equipment maintenance budget.

Respondent 18 Submit date: May 18, 2005 E-mail address: joe.damico@dgs.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☒ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☒ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

motor vehicle and repair parts

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☒ Yes
- ☐ No

Comments

10 yrs useful life for lab equipment though standard for lab equipment is 5-7 years

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No



**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.  
.....
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

- ☒ Employee
- ☒ Supervisor
- ☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Employees maintain equipment, log service calls  
 Supervisor purchase equipment & request service  
 Asset Coordinator records & tags new equipment and removes items from inventory  
 when they are declared surplus, transferred to another agency, or are returned to  
 vendor. Other employee coordinates transfer of old equipment to surplus property.  
 Items are tagged and noted in a log.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Better system for receiving and tagging equipment

2.

An qutomated maintenance reminder for scheduled maintenance

3.

Increase budget for equipment maintenance and replacement

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

Increase funing for service contracts

2.

.....

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☒ Yes

☐ No

Comments

Lab: Leasing and/or reagent procurement and rentals are governed b y specific contracts. We use "reagent lease" for some scientific equipment

**12. Does your Agency have an equipment management system? If yes, please describe.**☒ Yes☐ No

Comments

Laboratory use access database. Fleet management uses VDOT Equipment Maintenance System

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☒ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 14,389,376

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

40 %

Planned (Preventive / Improvement) (%)

60 %

Comments

All routine maintenance is preformed by employees. Factory PMs are scheduled. When older equipment needs repair, laboratory staff evaluate problems and repair or call service technician, depending upon the problem.

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

Barcode all scientific equipment

2.

Equipment is maintained in an Access database. Barcodes are tracked in this database

3.

.....

4.

.....

5.

.....

**17. How does your Agency track maintenance activities on each piece of equipment?**☐ Do not track☒ Track in work order management system☒ Track manually

Other

Lab: In log books which are kept with each piece of equipment. All service calls, PMS, and instrument malfunctions are documented

**18. Does your Agency track equipment location information?**☒ Yes☐ No**19. If yes, how is this information tracked?**

Lab: On a database written and maintained in-house (Access)

Fleet: all equipment is in inventory management system with domicile location.

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input checked="" type="radio"/>	<input type="radio"/>
Internal cost allocation	<input checked="" type="radio"/>	<input type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**

- ☒ Yes
- ☐ No

**22. If yes, please describe the policy.**

Fleet: If repair cost is 60% or more of current value, we will not repair.

**23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Lab: Agency contract (maintenance&training for initial year included when we purchase many of our scientific instructions). Group managers monitor routine PM service calls and initiate out-of-cycle service calls on contracts. All contracts are assigned to a contract monitor. they are responsible for requesting and monitoring both vendor service calls and routine maintenance.

**24. Does your Agency track warranty information?**

- ☒ Yes
- ☐ No

**25. If yes, please explain how warranty information is tracked?**

Fleet: We track warranty information in our fleet management system.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Lab: DCLS managers discuss w/senior managers and consult w/vendors prior to initiating service contracts beyond warranty periods. A large majority of lab maintenance contracts are sole source due to the sophistication and specificity of analytical equipment.

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 2,200,000

**28. Is there an Agency approval process for equipment work orders?**

☒ Yes

☐ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**

☐ Do not track

☒ Track in work order management system

☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**

☐ Yes

☒ No

**31. If yes, please describe the process.**

**32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Fleet: Repair estimates

Lab: Group Manager calls vendor for external support - also performs basic leg work on contracts as needed

**33. How does your Agency reserve and schedule equipment use?**

☒ Automated

☒ Manual

Other

Lab: Analysts and Managers plan work schedules. Emergency testing has priority.

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 7,500,000

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	4.0
Band - 3	11.0
Band - 4	1.0
Band - 5	2.0
Band - 6	1.0
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

1 %

**37. What is the basis for your estimate?**

LAB: 1 FTE enters data into DCLS database. Same employee printes excel data sheets and sends edits to FAACS at DGS. 1 FTE identifies surplus equipment, tags it, schedules movers to pick up and move it to surplus. Data forwarded to fiscal who enters data into state FAACS System.



**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Lab: Must comply with EPA, CLIA, NELAC, FDA, USDA, USGS regulations, etc. These laboratory certification entities have specific requirements governing instrument maintenance records.

**39. If you have any other concerns or comments about this functional area, please include them here.**

Survey response considered Laboratory and Fleet Management services found in the Department of General Services. Where information is specific to one or the other, it was noted in the survey response.

Respondent 19 Submit date: May 19, 2005 E-mail address: michael.leininger@vadoc.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☒ Patient Care/Hospital
- ☒ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Security, Food service, Computer, Electronics, Agriciultural, Motor Vehicle, Law Enforcement and Manufacturing equipment

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☒ Yes
- ☐ No

Comments

10 years lifecycle on food services equip. then refurbish if possible

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☒ Asset Coordinator

Other

Division field directors have the responsibility of equipment in their divisions

**8. How are the assignments indicated in the previous question tracked?**

Primary tracking is performed through the FAACS system. Quarterly reports to the state food director of equipment status in their respective divisions.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Selecting the proper equipment for intended application

2.

Providing a PM program on all equipment.

3.

Refurbishing equipment when it is cost effective

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

Current PM program is adequate

2.

.....

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☒ Yes

☐ No

Comments

The Department utilize the master lease program for some equipment. For vehicles see survey for Fleet Management

**12. Does your Agency have an equipment management system? If yes, please describe.**☒ Yes☐ No

Comments

There is a module for equipment management is the CMMS. It has not yet been fully utilized.

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

Our CMMS allows for equipment management it does not at this time interface.

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 103,833,710

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

70 %

Planned (Preventive / Improvement) (%)

30 %

Comments

.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
bar-coding
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☐ Do not track
- ☒ Track in work order management system
- ☒ Track manually

Other

.....

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

PM log on all equipment

20. Does your Agency charge for equipment usage:		
	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

21. Do you have a policy for determining equipment repair versus replace?
<input type="radio"/> Yes
<input checked="" type="radio"/> No

22. If yes, please describe the policy.

23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)
That is decentralized to the facility level

24. Does your Agency track warranty information?
<input checked="" type="radio"/> Yes
<input type="radio"/> No

25. If yes, please explain how warranty information is tracked?
It is tracked through the CMMS and manual records

26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)
decentralized to the institutional level

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 2,689,452

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

This is performed through our Computerized Maintenance Management System (CMMS)

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☒ Track in work order management system☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☒ Yes☐ No**31. If yes, please describe the process.**

Our CMMS has a function that allows subcategories for equipment and levels of maintenance

**32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Through our CMMS.



**33. How does your Agency reserve and schedule equipment use?**☐ Automated☐ ManualOther  
.....**34. What is the operating budget for equipment management within your Agency?**Budget (\$)  
.....

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

.....

**37. What is the basis for your estimate?**

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

**39. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 20   Submit date: May 19, 2005   E-mail address: james.sacher@vadoc.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Manufacturing Equipment/vehicles/out-of -scope IT

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

.....

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☐ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

At the employee level, to include inmates, equipment is closely monitored for security purposes.

At the supervisor level, they are accountable for all assets in their shop/department.  
FAACs tracks asset deployment.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.  
automated P/M systems
2.  
use of predictive maint.
3.  
contract with vendors for maint.

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.  
automated P/M systems
2.  
use of predictive maint.
3.  
n/a

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☒ Yes

☐ No

Comments

requires LAS analysis

**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ No

Comments

FAACS only

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 5,600,000

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

20 %

Planned (Preventive / Improvement) (%)

80 %

Comments

n/a

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
none- FAACS tags only, no IT linkage
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☒ Do not track
- ☐ Track in work order management system
- ☐ Track manually

Other

.....

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

Through FAACS/ initial purchase order/receiving documentation

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☐ Yes☒ No**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

A requisition is entered in Syteline (automated system), approved by a supervisor, creating a PO.

**24. Does your Agency track warranty information?**☒ Yes☐ No**25. If yes, please explain how warranty information is tracked?**

Manually, by the location supervisor.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

The contract will establish the warranty/service period and any renewals. Normal procurement guidelines would be followed for new requisitions.



**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 0

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

supervisors approve requisitions

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

purchase req's for planned maint. based upon historic data.

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ ManualOther  
.....**34. What is the operating budget for equipment management within your Agency?**Budget (\$)  
.....

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	3.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	1.0

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

2 %

**37. What is the basis for your estimate?**

The only duplication is that required to enter the purchase req vs. FAACS data entry.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

no

**39. If you have any other concerns or comments about this functional area, please include them here.**

It would be helpful if either as a component of FAACS or some other state system, preventive/scheduled/predictive maint. was tracked.

Respondent 21    Submit date: May 19, 2005    E-mail address: paul.bender@dpb.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

.....

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

Generally, equipment is kept until it no longer serves its purpose, or repairs become so frequent that downtime becomes unacceptable.

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☐ Supervisor

☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

The fiscal officer oversees asset management in the agency. In essence, this position records data in the Commonwealth Accounting and Fixed Asset System, conducts annual inventories, and approves equipment procurements.

Procurements require multiple approvals and asset inventories are conducted by more than one employee when taken.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.  
.....
2.  
.....
3.  
.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.  
.....
2.  
.....
3.  
.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**

☐ Yes

☒ No

Comments

.....

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**

☐ Electronic Interface to all systems

☐ Electronic Interface to some systems

☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 25,000

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

25 %

Planned (Preventive / Improvement) (%)

75 %

Comments

.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

Numerical Tags

2.

.....

3.

.....

4.

.....

5.

.....

**17. How does your Agency track maintenance activities on each piece of equipment?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

.....



**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

All our assets are on one floor.

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**

- ☐ Yes
- ☒ No

**22. If yes, please describe the policy.**

**23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

state/agency contracts

**24. Does your Agency track warranty information?**

- ☐ Yes
- ☒ No

**25. If yes, please explain how warranty information is tracked?**

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

State contract

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 30,000

**28. Is there an Agency approval process for equipment work orders?**

☒ Yes

☐ No

Comments

All work orders must be approved by either the procurement officer or the fiscal officer.

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**

☒ Do not track

☐ Track in work order management system

☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**

☐ Yes

☒ No

**31. If yes, please describe the process.**

**32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

**33. How does your Agency reserve and schedule equipment use?**

☐ Automated

☒ Manual

Other

.....

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

.....

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.1
Band - 5	
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

2 %

**37. What is the basis for your estimate?**

Discussion with staff in fiscal services

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

No

**39. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 22    Submit date: May 19, 2005    E-mail address: james.keck@vdem.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☒ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Radiological, Hazardous Materials Response & Disaster Response

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

We use a lifecycle approach for some items, but not for all equipment.

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☐ Statewide (have office locations across state)
- ☒ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☐ Yes
- ☒ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.  
CAPP manual dollar value capitalization requirements
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

It depends upon the dollar value of the equipment. If it is capitalized in FAACS, then it is identified and tracked. Otherwise, it is not.

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

- ☒ Employee
- ☒ Supervisor
- ☐ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Through FAACS (Fixed Asset Accounting System).  
VITA tracks all computer technology equipment for VDEM.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Sufficient funding for equipment replacement needs

2.

An asset inventory system that provides information in a usable manner

3.

Bar coding

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

.....

2.

.....

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**☐ Yes☒ No

Comments

.....



**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ No

Comments

We use an in-house database for vehicle maintenance &amp; vehicle reservations.

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 3,255,566

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

80 %

Planned (Preventive / Improvement) (%)

20 %

Comments

.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
fixed asset inventory tags
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☐ Do not track
- ☐ Track in work order management system
- ☐ Track manually

Other

We only track vehicle maintenance. This is done through our Access database.

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

FAACS

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**

- ☐ Yes
- ☒ No

**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

We utilize the method that best fits the individual circumstance.

**24. Does your Agency track warranty information?**

- ☐ Yes
- ☒ No

**25. If yes, please explain how warranty information is tracked?****26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Some are renewed through sole source and others are renewed through the competitive bid process.

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 0

**28. Is there an Agency approval process for equipment work orders?**☐ Yes☒ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Purchase goods/services for maintenance as needed.

**33. How does your Agency reserve and schedule equipment use?**☒ Automated☒ Manual

Other

We use a database to reserve carpool vehicles, but not for other equipment

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 0

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	.0
Band - 2	.0
Band - 3	.0
Band - 4	.0
Band - 5	.0
Band - 6	.0
Band - 7	.0
Band - 8	.0
Band - 9	.0
Contracted Labor	.0

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

We do not have redundant data entry for equipment management.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

We are not aware of anything that would restrict the reengineering of this business process.

**39. If you have any other concerns or comments about this functional area, please include them here.**

Questions 23 & 29) We do not budget specifically for equipment maintenance or equipment management. The amount is rolled up into the necessary cost center budgets.

Respondent 23   Submit date: May 19, 2005   E-mail address: steven.combs@dvs.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☒ Laboratory Instrumentation
- ☒ Patient Care/Hospital
- ☒ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

.....

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☒ Yes
- ☐ No

Comments

Based on condition, maintenance, etc.

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

By checking repair orders or invoices, just by keeping track of problems and if the repair is more costly than the purchase of a new piece of equipment.



**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

More staff to support this idea

2.

.....

3.

.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

Make sure field offices take good advantage of maintenance agreements and not only use if there is a specific problem but also for routine maintenance.

2.

.....

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ NoComments  
.....**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systemsOther  
.....**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 0

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

80 %

Planned (Preventive / Improvement) (%)

20 %

Comments  
.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

Fixed Asset tagging

2.

Inventory is kept of all equipment

3.

.....

4.

.....

5.

.....

**17. How does your Agency track maintenance activities on each piece of equipment?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

If tracking of maintenance is needed, we just have to manually pull the vendor file and batches.

**18. Does your Agency track equipment location information?**☒ Yes☐ No**19. If yes, how is this information tracked?**

Physical inventory is done of anything of specific value of over \$300.00

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**

- ☐ Yes
- ☒ No

**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

N/A

**24. Does your Agency track warranty information?**

- ☒ Yes
- ☐ No

**25. If yes, please explain how warranty information is tracked?**

If warranty is indicated, it is kept with purchasing office or office location (central office)

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

N/A

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 0

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

By allowing a certain percentage of funds for repair for each location in the budget.

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ Manual

Other

.....

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 0

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.0
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

N/A

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

No

**39. If you have any other concerns or comments about this functional area, please include them here.**

N/A

Respondent 24   Submit date: May 20, 2005   E-mail address: virgil.kopf@dgif.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

vehicles and field equipment

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☒ Yes
- ☐ No

Comments

Most equipment.

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No



**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☐ Employee

☒ Supervisor

☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Assest systems has a responsible party designation.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.  
fleet management
2.  
O&M cost tracking
3.  
assignment management

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.  
tracking of equipment maintenance
2.  
tracking of cost of maintenance
3.  
cost benefit of fix or replace

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**☒ Yes☐ No

Comments

Assest system linked to accounting system

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☒ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

.....

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

40 %

Planned (Preventive / Improvement) (%)

60 %

Comments

.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
Numbered tags affixed to the asset
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☐ Do not track
- ☐ Track in work order management system
- ☐ Track manually

Other

implementing an automated system to track through expenditure process

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

The assigned location of the equipment by track of property, region, office or work area as appropriate

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input checked="" type="radio"/>	<input type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☐ Yes☒ No**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Supervisor oversight, purchase limit review.

Do not completely understand the question.

**24. Does your Agency track warranty information?**☒ Yes☐ No**25. If yes, please explain how warranty information is tracked?**

Partial tracking on some equipment through the asset system.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

If manufacture specific, typically done as sole source. If commodity specific will be done in a competitive fashion.

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

.....

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

Handled by supervisor/manager review

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Done by the responsible party as required.

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ ManualOther  
.....**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 60,000

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

There is currently only one person.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Federal PR and DJ grants have specific requirements for monitoring equipment purchase, maintenance and use.

**39. If you have any other concerns or comments about this functional area, please include them here.**



Respondent 25    Submit date: May 20, 2005    E-mail address: bob.benton@tax.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Scanning &amp; imaging, bldg facilities, in addition to office &amp; IT equipment

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☒ Yes
- ☐ No

Comments

.....

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☐ Employee

☐ Supervisor

☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Fixed Asset Accounting Control System (FAACS) and agency specific internal database

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Centralization of administrative process

2.

Modifications of Internal database used for equipment management

3.

Reduce redunant equipment management efforts

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

automate non-IT maintenance tracking process

2.

.....

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**☐ Yes☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**☒ Yes☐ No

Comments

HATS, a web based, asset management system database that records asset description, inventory control tag number, serial number and location.

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☒ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 5,600,000

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

20 %

Planned (Preventive / Improvement) (%)

80 %

Comments

.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

IT - manual keying into database

2.

spreadsheet

3.

.....

4.

.....

5.

.....

**17. How does your Agency track maintenance activities on each piece of equipment?**☐ Do not track☐ Track in work order management system☐ Track manually

Other

IT - manual keying into database, non-it is tracked manually

**18. Does your Agency track equipment location information?**☒ Yes☐ No**19. If yes, how is this information tracked?**

FAACS and internal database

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☒ Yes☐ No**22. If yes, please describe the policy.**

Based on the equipment's remaining useful life and critical need.

**23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Unique to asset including State contract, BID, and Service contracts

**24. Does your Agency track warranty information?**☒ Yes☐ No**25. If yes, please explain how warranty information is tracked?**

Warranty information is tracked through the Purchase Order Contract specifications.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Competitive procurement and sole source; percentages: single quote 10% (under \$5,000), sole source 1%, competitive bid 89%

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 2,090,000

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☐ Track manually

Other

IT tracked in work order mgm't system, all others tracked manually

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Critical equipment has scheduled preventative maintenance contracts inclusive of parts, materials, services, labor and tools.

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☐ Manual

Other

Employee may request IT equipment by contacting agency Help Desk

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 0

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	.3
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	2.0



**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

10 %

**37. What is the basis for your estimate?**

Contractors key information into equipment management database, pay band 5  
keys redundant data into FAACS.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

None, so long as no federal taxpayer data are compromised in any way.

**39. If you have any other concerns or comments about this functional area, please include them here.**

Comment:Q #31. Our budget system does not permit us to get a number for the  
cost of managing our equipment.

Modifying FAACS to upload data from agency DB; and the Data Warehousing of  
equipment management systems for the purpose of recording these assets in  
FAACS and Risk Managment would assist agencies efforts in mgmt redundancy  
reduction

Respondent 26   Submit date: May 20, 2005   E-mail address: vince.burgess@dmv.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Printing and mailing equipment, copiers, fax machines

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☒ Yes
- ☐ No

Comments

Age of equipment versus maintenance history - maintenance cost is budgeted

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☐ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

manually

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.  
Timely disposal of equipment by DGS
2.  
Tracking proceeds for sale of surplus back to Special Funded Agencies
3.  
Provide resources to follow life cycle plans during lean years of revenue collections

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.  
A system that will track equipment availability, warranty and maintenance information as well as service call history
2.  
.....
3.  
.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☐ Yes

☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ NoComments  
.....**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systemsOther  
.....**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 7,754,506

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

40 %

Planned (Preventive / Improvement) (%)

60 %

Comments  
.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

DMV Property Tags

2.

.....

3.

.....

4.

.....

5.

.....

**17. How does your Agency track maintenance activities on each piece of equipment?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

.....

**18. Does your Agency track equipment location information?**☒ Yes☐ No**19. If yes, how is this information tracked?**

Oracle Financial System

20. Does your Agency charge for equipment usage:		
	Yes	No
External customers	<input checked="" type="radio"/>	<input type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

21. Do you have a policy for determining equipment repair versus replace?	
<input checked="" type="radio"/> Yes	
<input type="radio"/> No	

22. If yes, please describe the policy.	
1. Post maintenance history/cost of repairs	
2. Age of equipment	
3. Cost analysis of repair versus replacement	

23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)	
1. Credit Cards	
2. State Contract	
3. Agency Contract	
4. Sole Source Contract	

24. Does your Agency track warranty information?	
<input checked="" type="radio"/> Yes	
<input type="radio"/> No	

25. If yes, please explain how warranty information is tracked?	
Manually	

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Review existing contracts and determination is made on extension of contract or request quotes for new contracts

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 387,617

**28. Is there an Agency approval process for equipment work orders?**

☒ Yes

☐ No

Comments

Manager may approve work orders for equipment repairs

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**

☐ Do not track

☐ Track in work order management system

☒ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**

☐ Yes

☒ No

**31. If yes, please describe the process.**



**32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

A Project Team is formed and a cost analysis/valuation is conducted.

**33. How does your Agency reserve and schedule equipment use?**

☐ Automated

☐ Manual

Other

N/A

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

.....

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

State Guidelines  
Code of Virginia

**39. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 27    Submit date: May 23, 2005    E-mail address: herman.davis@vsp.virginia.gov

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Law Enforcement Equipment

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

Replaced as needed. In most cases, there is no money in budget for equipment replacement on a routine basis. All funds must come from excess general funds.

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☒ Supervisor

☒ Asset Coordinator

Other

Division Commander.

**8. How are the assignments indicated in the previous question tracked?**

Equipment records.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Automated surplus availability system within agency.

2.

.....

3.

.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

Automated system for tracking repairs.

2.

.....

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☒ Yes

☐ No

Comments

Fixed Asset Accounting & Control System rules.

**12. Does your Agency have an equipment management system? If yes, please describe.**☒ Yes☐ No

Comments

Fixed Asset Accounting &amp; Control and Internal inventory system.

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☒ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 109,000,000

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

75 %

Planned (Preventive / Improvement) (%)

25 %

Comments

.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

Bar-coding.

2.

.....

3.

.....

4.

.....

5.

.....

**17. How does your Agency track maintenance activities on each piece of equipment?**☒ Do not track☐ Track in work order management system☐ Track manually

Other

.....

**18. Does your Agency track equipment location information?**☒ Yes☐ No**19. If yes, how is this information tracked?**

Inventory every two years.



**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**

- ☐ Yes
- ☒ No

**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

Service calls are coordinated through the purchasing office.

**24. Does your Agency track warranty information?**

- ☒ Yes
- ☐ No

**25. If yes, please explain how warranty information is tracked?**

Warranty is tracked by the procurement document.

**26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

Yes, the end user requests renewal of maintenance and service plans through the Property and Finance Division. Majority are Sole Source.

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 3,495,000

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Scheduled maintenance on vehicles, helicopters and office equipment.

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ Manual

Other

.....

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 0

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

5 %

**37. What is the basis for your estimate?**

Estimate time required to enter information in the mapper inventory system.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

None.

**39. If you have any other concerns or comments about this functional area, please include them here.**

None.

Respondent 28   Submit date: May 24, 2005   E-mail address: ahyde@vdfp.state.va.us

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☒ Instructional
- ☐ Office Equipment (copiers, faxes, etc)

Other

Field trailers

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

.....

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☐ Supervisor

☐ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

Logistics coordinator manages the fleet of trailers and equipment needs

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Maintenance

2.

New trailers

3.

Upgrade equipment

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

Tracking system for maintenance

2.

3.

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**☐ Yes☒ No

Comments

**12. Does your Agency have an equipment management system? If yes, please describe.**☒ Yes☐ No

Comments

Schedules for use, towing schedules, and instructor inventories are maintained.

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☒ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 2,000,000

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

10 %

Planned (Preventive / Improvement) (%)

90 %

Comments

.....



**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
Physical inventory
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☐ Do not track
- ☐ Track in work order management system
- ☒ Track manually

Other

.....

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

Manually

20. Does your Agency charge for equipment usage:		
	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

21. Do you have a policy for determining equipment repair versus replace?

☐ Yes

☒ No

22. If yes, please describe the policy.

23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)

Credit card and purchase requisition

24. Does your Agency track warranty information?

☒ Yes

☐ No

25. If yes, please explain how warranty information is tracked?

Logistics coordinator, manually

26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)

Contract

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 150,000

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

Estimates from vendors

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ ManualOther  
.....**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 150,000

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

15 %

**37. What is the basis for your estimate?**

Rough estimate on logging information for maintenance, AMX credit card processing, and purchase requests.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

No0

**39. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 29    Submit date: May 24, 2005    E-mail address: pullenws@djj.state.va.us

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

Vehicles

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

.....

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☐ Yes
- ☒ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

Unit Value \$5,000 an over

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

NA

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☒ Employee

☐ Supervisor

☒ Asset Coordinator

Other

.....

**8. How are the assignments indicated in the previous question tracked?**

The asset coordinator makes sure that all leases are up to date and accounted for.  
FAACS system for \$5,000 and over.

**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

We currently have an electronic system in place that's working well - FAACS

2.

.....

3.

.....

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

We need a plan for replacement before equipment dies.

2.

.....

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**

☒ Yes

☐ No

Comments

If we lease for 12 months and \$500 or more.



**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ No

Comments

.....

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 25,000

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

100 %

Planned (Preventive / Improvement) (%)

.....

Comments

.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.  
NA
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**17. How does your Agency track maintenance activities on each piece of equipment?**

- ☒ Do not track
- ☐ Track in work order management system
- ☐ Track manually

Other

.....

**18. Does your Agency track equipment location information?**

- ☒ Yes
- ☐ No

**19. If yes, how is this information tracked?**

The asset coordinator uses a manual tracking system

20. Does your Agency charge for equipment usage:		
	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

21. Do you have a policy for determining equipment repair versus replace?

☐ Yes

☒ No

22. If yes, please describe the policy.

23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)

State contracts

24. Does your Agency track warranty information?

☐ Yes

☒ No

25. If yes, please explain how warranty information is tracked?

26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)

automatic maintenance renewal with leases

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 0

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

No plan, react

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☒ Manual

Other

.....

**34. What is the operating budget for equipment management within your Agency?**

Budget (\$)

\$ 0

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.1
Band - 4	.8
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

%

**37. What is the basis for your estimate?**

We have good procedures in place the eliminates redundancy.

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Federal govt. requires that any equipment bought with federal fund must be designated.

**39. If you have any other concerns or comments about this functional area, please include them here.**

For lease equipment we should have online access to the lease accounting system (LAS) Put a maintenance plan in place for vehicles.

Respondent 30   Submit date: May 25, 2005   E-mail address: thomasdaley@schev.edu

**1. What kinds of equipment does your Agency manage?**

- ☐ Laboratory Instrumentation
- ☐ Patient Care/Hospital
- ☐ Instructional
- ☒ Office Equipment (copiers, faxes, etc)

Other

.....

**2. For the equipment your Agency manages, is there a lifecycle approach (Plan, Budget, Procure, O&M, Disposal) for maintaining this equipment.**

- ☐ Yes
- ☒ No

Comments

.....

**3. Describe the geographic density of equipment deployment throughout the Commonwealth of Virginia. How is your agency composed?**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-base (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. Does your Agency track all equipment?**

- ☒ Yes
- ☐ No

**5. Since your Agency does not track all equipment, what criteria are used to determine if equipment is tracked?**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**6. Is unused equipment identified and tracked? If yes, please describe the process.**

.....

**7. How does your Agency assign responsibility and management for equipment?  
Please check all levels of ownership that are applied.**

☐ Employee

☐ Supervisor

☐ Asset Coordinator

Other

Operations Manager is responsible for all equipment

**8. How are the assignments indicated in the previous question tracked?**

.....



**9. Provide the top three opportunities for improvement with equipment management at your Agency.**

1.

Replacement plan

2.

Training

3.

Maintenance

**10. Considering your Agency's current equipment maintenance process, what improvements would you make? (Provide 3 or fewer recommendations)**

1.

periodic maintenance

2.

cleaning of printers

3.

.....

**11. Does your Agency have any special rules for handling leased equipment? If yes, please explain.**☐ Yes☒ No

Comments

.....

**12. Does your Agency have an equipment management system? If yes, please describe.**☐ Yes☒ No

Comments

.....

**13. If your agency has an Equipment Management System, how does the Agency's equipment management system interact with Commonwealth procurement, financial and fixed asset systems?**☐ Electronic Interface to all systems☐ Electronic Interface to some systems☐ Manual Interface to multiple systems

Other

.....

**14. What is your Agency's total capitalized equipment valuation?**

Total (\$)

\$ 200,000

**15. What estimated percentage of your Agency's equipment maintenance is:**

Reactive (Break / fix) (%)

30 %

Planned (Preventive / Improvement) (%)

70 %

Comments

.....

**16. What type(s) of equipment tracking technology (i.e. bar-coding) does your Agency use?**

1.

Agency Inventory tag

2.

.....

3.

.....

4.

.....

5.

.....

**17. How does your Agency track maintenance activities on each piece of equipment?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

.....

**18. Does your Agency track equipment location information?**☐ Yes☒ No**19. If yes, how is this information tracked?**

**20. Does your Agency charge for equipment usage:**

	Yes	No
External customers	<input type="radio"/>	<input checked="" type="radio"/>
Internal cost allocation	<input type="radio"/>	<input checked="" type="radio"/>

**21. Do you have a policy for determining equipment repair versus replace?**☐ Yes☒ No**22. If yes, please describe the policy.****23. What is your Agency's process to request, approve, and monitor outside vendor service calls? (i.e. credit card, state contract, agency contract, sole source contract)**

State Contract

**24. Does your Agency track warranty information?**☐ Yes☒ No**25. If yes, please explain how warranty information is tracked?****26. How does your Agency renew maintenance and service plans and establish warranty periods? (Percentage by sole source, competitive procurement, other)**

EVA

**27. What is your Agency's total equipment maintenance budget?**

Total (\$)

\$ 15,000

**28. Is there an Agency approval process for equipment work orders?**☒ Yes☐ No

Comments

.....

**29. How does your Agency monitor equipment repair or maintenance work in progress and report time against it?**☐ Do not track☐ Track in work order management system☒ Track manually

Other

.....

**30. Does your Agency have an independent equipment work order planning function?**☐ Yes☒ No**31. If yes, please describe the process.****32. How does your Agency plan equipment work orders including parts, materials, services, labor and tools?**

The work orders and parts are under warranty. It is on an as needed basis

**33. How does your Agency reserve and schedule equipment use?**☐ Automated☐ ManualOther  
.....**34. What is the operating budget for equipment management within your Agency?**Budget (\$)  
.....

**35. For the process of Equipment Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

**36. Estimate the percentage of time your staff is engaged in redundant data entry.**

.....

**37. What is the basis for your estimate?**

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

**39. If you have any other concerns or comments about this functional area, please include them here.**

We should not have to pay a percentage to VITA for technology equipment purchased. Overstates our actual costs.